



# CR.T.CAL TH.NK.NG

Executive Development Workshop

**Building organisational efficiency using  
EMOTIONAL INTELLIGENCE:**  
*Aligning skills, purpose and strategy*



## OVERVIEW

Technical expertise is a critical success factor for any manager. In fact, a person's ability to demonstrate such skills may well be the criteria for their elevation to management positions. But what allows him/her to excel in their leadership role is their ability to motivate, inspire and influence their charges to achieving great things. A key ingredient is Emotional Intelligence.

Emotional intelligence (EI) is a measurement of a person's ability to monitor his or her emotions, to cope with pressures and demands, and to control his or her thoughts and actions. It is different from Intelligence Quotient (IQ), which is a measure of relative intelligence determined by a standardized test. EI is an assessment of your ability to think and reason. EI is broken into four distinct parts which are: Self Awareness, Self-Management, Social Awareness and Relationship Management. All of these are important for daily functioning and are major players in achieving both our short and long term goals. It also helps us to create the right habits and develop courage to make the right choices.

In this highly interactive session, participants will learn how to better manage themselves and more effectively deal with and influence those around them while achieving goals.

## LEARNING OBJECTIVES

On completion of this workshop, participants should be able to:

- gain an obstructed understanding of their own strengths and weaknesses
- use emotional intelligence to maintain their composure and control in high stress situations.
- communicate with others with a view to encourage positive behaviours
- create positive and efficient working relationships
- apply techniques for managing conflict for improved effectiveness in the workplace

## COURSE OUTLINE

### OUTLINE

#### Part 1:

##### Self-Awareness

Define your purpose, recognize your own emotions and how they affect your thoughts and behaviour.

- The brain and emotions
- Our personal and professional purpose
- Defining belief and values

#### Part 2:

##### Self-Management

Behaviours, belief, commitment and the forces that drive them

- Manage your emotions in healthy ways
- Maintaining Morale: A guide to managing YOU
- Drive, persistence and motivation (initiative)
- Adaptability: Dealing with the dark side (stress, worry and your self-talk)
- Training your employees to manage themselves

#### Part 3:

##### Social Awareness

Can understand the emotions, needs, and concerns of other people

- Empathy: Understanding your duty to others
- Why understanding our differences matter
- Defining the art of the conversation
- Defining attitudes and how to change them

#### Part 4:

##### Relationship Management

Know how to develop and maintain good relationships

- Influence and its role in the changing environment
- Using emotional intelligence to influence others
- Changing behaviours around you
- Leading others through internal conflict
- Leading through effective feedback and coaching

## METHODOLOGY

The training methodology for this workshop will utilize a comprehensive set of techniques that emphasize participation and interactive learning in an environment to develop you personally and professionally. These techniques will involve:

- Lectures
- Videos
- Experiential Exercises
- Individual and group activities
- Manuals and hand-outs
- Discussions and sharing of experiences
- Case studies

### Featured discussion:

A presentation delivered by Dr. Ruel Ellis, Lecturer in Industrial Engineering on the topic, “Aligning People, Process and Technology for improved efficiency”.

## FACILITATOR’S BIO

**Anthony Ragoonanan** is the Founder and Principal Trainer for V-Formation Training and Development, with core skills that include Communication, Sales, Customer Service, Leadership, Motivation and Management. Anthony is dedicated to performance management and empowering people with the skills to make a difference in their organization, their society and their lives. His primary goal is to address the competence related needs affecting people so that they can deliver on commitments.

With over 15 years in the sales environment, having worked for both local and international firms, he has had experience on the front line, in sales as well as a trainer and manager for Abbott Nutrition International where he received awards for Sales Team of the Year in 2007 and 2009 as well as Manager of the Year 2009. His experience has also exposed him to several distribution companies, health care professionals, hospitals, schools and service companies in the Caribbean region where he gained first- hand experience in learning how companies run their business, develop their people and maintain their corporate culture and reputation.

He is also involved in many of the support systems that accompany the training programs. The purpose of the support systems is to ensure that the process and the culture are taken into consideration so that behavioural and skill based improvement can be measured and monitored more effectively.

His experience as a trainer/consultant includes:

- Anthony P. Scott Ltd
- Trinidad and Tobago Police Service
- Bryden Pi Ltd
- Roche Diabetes Care
- Tender Heart Veterinary Clinic
- Baxter International
- Arthur Lok Jack Graduate School of Business
- Oceanfreight Trinidad Ltd
- The University of The West Indies
- U-The Caribbean Health Digest
- Plant Solutions Ltd
- Abbott Nutrition International
- Caribbean Communication Network (CCN)
- Qualitech Machining Services
- University of the Southern Caribbean
- Holy Name Convent
- Score Valves Trinidad and Tobago Ltd

Anthony possesses a Bachelor of Sciences degree (University of Guelph, Ontario, Canada) and an MBA (Andrew's University, Berrien Springs, Michigan, 2008).

## Programme Details

**Date:** September 10<sup>th</sup> & 11<sup>th</sup>, 2015

**Venue:** The UWI Institute of Critical Thinking, St. Augustine.

**Time:** 9am to 4pm

**Cost:** TT \$5000.00

*Cost inclusive of training material, certificate, lunch and refreshment.*

Payment can be made through Cash, Credit Card/Linx or Company Cheque made payable to:-  
**“The University of the West Indies”.**

*Cancellations will incur an administrative charge of 50% workshop fee.*

**Register now: please call 224-3743 or email [keel.county@sta.uwi.edu](mailto:keel.county@sta.uwi.edu) or [christa.sankarsingh@sta.uwi.edu](mailto:christa.sankarsingh@sta.uwi.edu)**